



BUILD-A-TECH
INCUBATOR & WORKSPACE
Building the technology of tomorrow to solve the challenges of today

Terms and Conditions for Reservations Platform

Last Updated: July 22, 2026

Location: 114 Udo Udoma Avenue, 3rd Floor, Uyo 520102, Akwa Ibom, Nigeria

1. Introduction and Acceptance

These Terms and Conditions ("Terms") govern your use of the Build-a-Tech Incubator & Workspace facilities, services, and internet access ("Services"). By making a reservation, purchasing a plan, or using any of our Services, you acknowledge that you have read, understood, and agree to be bound by these Terms.

Build-a-Tech reserves the right to modify these Terms at any time. Changes will be effective immediately upon posting to our website or notification to active users. Your continued use of our Services after such changes constitutes acceptance of the modified Terms.

2. Services Offered

Build-a-Tech provides the following services:

2.1 Physical Workspace Access

- **Desk Space:** Individual workstations suitable for one person, available for daily, weekly, or monthly rental
- **Office Space:** Private offices with exclusive access for up to 4 people
- **Makerspace Access:** Access to fabrication equipment including 3D printers (Sermoon D1, Ender 3Pro, MP Select mini v1), K40 Laser cutting machine, CNC machine, and soldering stations
- **Classroom:** Large training and presentation venue accommodating up to 35 people, equipped with dual Smart TV displays and air conditioning
- **Conference Room:** Professional meeting space for up to 12 people with Smart TV display and conferencing audio system

2.2 Included Amenities

All plans include:

- High-speed internet access with specified data allowances
- 24/7 solar-powered electricity supply
- Access during facility operating hours
- WiFi voucher codes for network connectivity

3. Reservations and Payment

3.1 Booking Process

- All reservations must be completed through our official web reservation system
- You must provide accurate personal information including full name, email address, and phone number
- Payment must be completed at the time of booking
- You must accept these Terms and Conditions before proceeding to payment

3.2 Payment Processing

- All payments are processed securely through our third-party payment provider (Paystack)
- Prices are listed in Nigerian Naira (NGN)

- Payment must be completed in full before service access is granted
- Upon successful payment, you will receive:
 - Email confirmation with reservation details
 - Check-in code or WiFi voucher code
 - QR code for easy check-in (where applicable)
 - SMS confirmation to your registered phone number

3.3 Pricing

- All prices are clearly displayed on our webapp
- Current reservations are honored at the price displayed at the time of booking
- Pricing is based on duration (daily, weekly, monthly) and resource type

3.4 Payment Verification

- Your payment reference number is your unique transaction identifier
- In some cases, your payment reference may serve as your check-in code if a WiFi voucher cannot be immediately generated
- Payment confirmation is fast and seamless via our third-party provider

4. Check-In and Activation

4.1 Reservation Activation

- Reservations must be activated upon arrival at our facility
- Activation is performed by our staff using your voucher code or reference number

4.2 Access Codes

- WiFi voucher codes are provided for network access
- Each voucher is unique and non-transferable
- If a WiFi voucher cannot be generated automatically, your payment reference will serve as your check-in code, and a WiFi voucher will be provided upon arrival
- You are responsible for keeping your access codes confidential

4.3 Capacity Management

- Physical spaces have maximum capacity limits as indicated in plan descriptions
- If a workspace reaches maximum capacity, you may need to wait for availability or reschedule

5. Duration and Expiration

5.1 Service Period

- Your service period begins upon activation
- Service periods are calculated as follows:
 - Daily: 1,440 minutes (24 hours)
 - Weekly: 10,080 minutes (7 days)
 - Monthly: 43,200 minutes (30 days)

5.2 Expiration

- Services automatically expire at the end of your purchased duration
- No refunds are provided for unused time
- Expired sessions cannot be reactivated; a new reservation must be made

5.3 Early Termination

- Build-a-Tech staff may terminate your session early for violations of these Terms
- No refunds will be provided for early termination due to policy violations

6. Data Usage and Internet Access

6.1 Data Allowances

- Each plan includes a specified data allowance measured in megabytes (MB) or gigabytes (GB)
- Data limits vary by plan and duration
- You are responsible for monitoring your own data usage
- No additional data will be provided if you exceed your allowance before your time expires

6.2 Network Usage

- Internet access is provided via WiFi network with voucher code authentication
- Network speed and performance may vary based on usage and external factors
- Users must comply with all applicable laws regarding internet usage

6.3 Prohibited Network Activities

You may not use our network for:

- Illegal downloading or distribution of copyrighted materials
- Hacking, phishing, or other malicious activities
- Excessive bandwidth consumption that affects other users

- Accessing illegal or prohibited content
- Any activity that violates Nigerian law or international regulations

7. User Conduct and Responsibilities

7.1 General Conduct

- Users must conduct themselves professionally and respectfully
- Noise levels must be kept reasonable to not disturb other users
- Personal belongings must be secured; Build-a-Tech is not responsible for lost or stolen items
- Users must comply with all posted facility rules and staff instructions

7.2 Makerspace Usage

- Makerspace equipment may only be used by trained individuals or under supervision
- Users are responsible for any damage caused by misuse or negligence
- Safety equipment and procedures must be followed at all times
- Materials and supplies for fabrication projects are not included unless otherwise specified

7.3 Prohibited Activities

- Smoking, vaping, or use of illegal substances anywhere on the premises
- Bringing weapons or dangerous materials into the facility
- Subletting, sharing, or transferring your reservation to others without permission
- Using the space for purposes other than those described in your plan
- Tampering with facility equipment, furniture, or infrastructure

8. Personal Information and Privacy

8.1 Data Collection

We collect and store the following information:

- Full name, email address, and phone number
- Payment transaction details and reference numbers
- IP address at time of booking
- Check-in and session expiration times
- Voucher codes and access credentials

8.2 Data Usage

Your information is used to:

- Process reservations and payments
- Send confirmation emails and SMS notifications
- Provide access codes and check-in credentials
- Maintain transaction records
- Communicate with you about your reservation
- Internal administrative purposes and capacity management

8.3 Data Security

- Payment processing is handled by secure third-party providers (Paystack)
- We implement reasonable security measures to protect your personal information
- We do not store credit card details on our servers
- Your information will not be sold or shared with third parties for marketing purposes

8.4 Communications

By making a reservation, you consent to receive:

- Transactional emails regarding your reservation
- SMS notifications with check-in codes and confirmation details
- Service-related communications from Build-a-Tech

9. Refunds and Cancellations

9.1 No Refund Policy

- **All sales are final**
- No refunds will be provided for any reason, including but not limited to:
 - Change of plans
 - Unused time
 - Early departure or termination

9.2 Cancellations

- Reservations cannot be cancelled once payment is completed
- No credits or transfers to future bookings will be provided

9.3 Exceptional Circumstances

- In cases of facility closure due to emergencies or circumstances beyond our control, Build-a-Tech will work with affected users on a case-by-case basis
- Any compensation or alternative arrangements are at Build-a-Tech's sole discretion

10. Facility Access and Security

10.1 Operating Hours

- Facility operating hours are posted on-site and may vary
- Access outside of operating hours may not be available for certain plans
- 24/7 electricity is provided, but physical access follows posted schedules

10.2 Security

- Users may be required to present identification upon entry
- Security cameras are always in operation for safety purposes
- Users must follow all security procedures and sign-in/sign-out protocols

10.3 Emergencies

- Emergency evacuation procedures are posted throughout the facility
- Users must comply with all emergency instructions from staff
- Build-a-Tech is not liable for injuries or damages during emergencies

11. Liability and Disclaimers

11.1 Limitation of Liability

- Build-a-Tech provides Services "as is" without warranties of any kind
- Our total liability is limited to the amount you paid for the specific reservation in question

11.2 Equipment and Facilities

- Makerspace equipment is provided "as is" and may malfunction or be unavailable
- Users assume all risk when using facility equipment
- Technical support is provided on a best-effort basis

11.3 Third-Party Services

- Payment processing is handled by third-party providers
- Build-a-Tech is not liable for delays, interruptions, transaction failures, or other issues caused by third-party service providers beyond our reasonable control
- Your use of third-party services is subject to the respective provider's policies

12. Intellectual Property

12.1 User Content

- You retain ownership of any work, designs, or projects you create using our facilities
- You can opt in to grant Build-a-Tech permission to photograph or document your project for promotional and marketing purposes.

12.2 Build-a-Tech Property

- All facility equipment, furniture, branding, and materials remain the property of Build-a-Tech
- You may not reproduce, copy, or use our branding without written permission
- Signage, documentation, and educational materials are for your use during your reservation only

13. Indemnification

You agree to indemnify, defend, and hold harmless Build-a-Tech, its owners, employees, and affiliates from any claims, damages, losses, liabilities, and expenses (including legal fees) arising from:

- Your use of the Services
- Your violation of these Terms
- Your violation of any law or regulation
- Damage you cause to facility property or equipment
- Injury to yourself or others resulting from your actions

14. Force Majeure

Build-a-Tech is not liable for failure to perform obligations due to circumstances beyond our reasonable control, including but not limited to:

- Natural disasters, floods, fires, or severe weather
- Power outages not related to our solar power system

- Internet service provider outages
- Government actions, regulations, or mandates
- Labor disputes or strikes
- Pandemics or public health emergencies

15. Termination and Suspension

15.1 Immediate Termination

Build-a-Tech reserves the right to immediately terminate your access without refund if:

- You violate these Terms and Conditions
- You engage in prohibited activities
- You damage property or equipment
- You threaten or harass staff or other users
- You compromise facility security or safety

15.2 Effect of Termination

- Upon termination, you must immediately leave the premises
- No refunds will be provided for terminated sessions
- You remain liable for any damages or unpaid fees
- Future reservations may be refused at Build-a-Tech's discretion

16. Dispute Resolution

16.1 Governing Law

These Terms are governed by the laws of the Federal Republic of Nigeria.

16.2 Dispute Process

- Any disputes should first be directed to our support team at services.reservations@buildatech.ng or by calling +234 (0) 916 526 9585
- We will make reasonable efforts to resolve disputes amicably
- If resolution cannot be reached, disputes will be subject to the jurisdiction of courts in Akwa Ibom State, Nigeria

16.3 Limitation Period

Any claims must be brought within 60 days of the incident giving rise to the claim.

17. Miscellaneous

17.1 Entire Agreement

These Terms constitute the entire agreement between you and Build-a-Tech regarding the Services and supersede any prior agreements or understandings.

17.2 Severability

If any provision of these Terms is found to be unenforceable, the remaining provisions will remain in full effect.

17.3 Waiver

Failure to enforce any provision does not constitute a waiver of that provision or any other provision.

17.4 Assignment

You may not assign or transfer your rights under these Terms. Build-a-Tech may assign its rights and obligations without restriction.

17.5 No Partnership

Nothing in these Terms creates a partnership, joint venture, or employment relationship between you and Build-a-Tech.

18. Contact Information

For questions, concerns, or support regarding these Terms or our Services:

Build-a-Tech Incubator & Workspace

114 Udo Udoma Avenue, 3rd Floor

Uyo 520102, Akwa Ibom State

Nigeria

Email: services.reservations@buildatech.ng

Phone: +234 (0) 916 526 9585

WhatsApp: +234 916 526 9585

Support Hours: Available during facility operating hours

19. Acknowledgment

By completing a reservation and making payment, you acknowledge that:

- You have read and understood these Terms and Conditions in their entirety
- You agree to be bound by these Terms
- You are of legal age to enter into this agreement (18 years or older, or with parental/guardian consent)
- All information you have provided is accurate and complete
- You accept the no-refund policy and understand that all sales are final

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